

**John J. Wilcox, Jr. Library
William Way LGBT Community Center
Library Policies for Visitors/Borrowers
Updated: April 7, 2023**

Visiting

Anyone may visit the Library during our open hours. We are located at:

William Way LGBT Community Center
1315 Spruce Street
Philadelphia, PA 19107

Contacting the Library

The Library may be contacted by phone during our open hours (front desk: 215-732-2220) or by email at library@waygay.org.

Library hours

The Library is open Mondays through Thursdays, 6:00 pm to 9:00 pm, except holidays.

Who may have an account

Anyone who wishes to borrow materials may have a Library account.

Types of accounts

Self-Registered accounts allow only for online access to your account in the Library catalog.

Community Member accounts allow for online access to your account in the Library catalog and also allow for the borrowing of materials from the Library.

How is an account created

Community Member accounts may be created by staff in the Library during our open hours.

Self-Registered accounts may be created online at <https://waygay.bywatersolutions.com> by clicking on "Register here."

Self-Registered accounts can be turned into Community Member accounts by Library staff in the Library.

Borrowers who had an account in our old catalog system, will already have one in the new system. If a borrower's account included an email address, the new account may be accessed by going to <https://waygay.bywatersolutions.com> and clicking on "Forgot your password?" A link for setting a password will be sent to the email address on file.

What information is required to create an account

All Library accounts must include the borrower's first and last names, full mailing address, phone number, and email address. Borrowers who are visiting the area may borrow materials if both a local temporary address and a permanent address are included.

Logging in to Library accounts

Borrowers can log into their own Library account at <https://waygay.bywatersolutions.com> using either their Patron ID or their Username. Borrowers can reset their password online. Library staff has no ability to look up a borrower's password, but we can reset it. A reset link will be sent to the email address on file in the account.

Item types and loan lengths

- Books may be checked out for 14 days, and will receive two automatic renewals at 14-day intervals for a maximum loan length of 42 days or 6 weeks.
- DVDs may be checked out for 7 days, and will receive two automatic renewals at 7 day intervals for a maximum loan length of 21 days or 3 weeks.
- Autographed Books do not circulate and must be used in the Library only.

Checkout limit

There is no limit on the number of items a borrower can have checked out at once.

Overdue fees

We do not charge overdue fees.

Courtesy notices

Courtesy notices are sent by email to borrowers when items are due and upon autorenewal. If there are multiple items to be included, they are sent in digest form. These are sent:

- 3 days before due
- On the date due
- Upon autorenewal

Overdue notices

Overdue notices are sent by email to borrowers after all renewals have been exhausted. These are sent when items are:

- 7 days overdue
- 14 days overdue
- 30 days overdue

Replacement charges

While we do not charge late fees for overdue items, replacement fees are charged for items that are not returned.

Replacement charge notices

Replacement charge notices are sent at 31 days overdue.

Borrowers who owe replacement charges will not be able to check out additional materials until the items are returned or the charge is paid. Standard replacement costs will be \$25 for books and \$20 for DVDs. We may substitute greater or lesser amounts for any item should we feel the charge is not accurate.

Paying for lost materials

Borrowers may pay for charges on their accounts through PayPal, by mailing a check, or by paying the charge in person in the Library. In-person payments may be received by check or cash in the exact amount owed. A receipt will be printed for the borrower upon payment.

Holds

There is currently no ability to place holds on items.

Library etiquette

All visitors of the Library should be courteous and well behaved, and are subject to the Center's Code of Conduct, located here:

<https://www.waygay.org/code>

In addition, **food is not allowed in the Library** and drinks must remain in closed containers on the floor or in a bag.